

What is claimed is:

Pub
AI

1. A method for routing contacts in a contact center, comprising:
evaluating a collection of one or more items of a customer to identify at least one of
(a) at least one item in the collection and (b) a value of at least one item in the collection; and
routing a contact of the customer to at least one of a working agent and queue in the
contact center based on the at least one of an item in the collection and the value.
2. The method of Claim 1, wherein the collection is an electronic order accessed
via a network by a computational component associated with the contact center.
3. The method of Claim 2, wherein the computational component is an applet.
4. The method of Claim 1, further comprising:
providing the customer with at least one web page that describes the at least one item
and wherein the routing step follows a step of clicking on an icon on the at least one web
page.
5. The method of Claim 1, further comprising:
comparing the at least one (a) and (b) with predetermined information to determine
the destination of the routing step.

005260-98469960

005260-9376960

6. The method of Claim 5, wherein at least one item in the collection is compared with a list of items to determine the destination of the routing step.

7. The method of Claim 5, wherein the value is compared with a predetermined value to determine the destination of the routing step.

8. The method of Claim 1, wherein the routing step further considers at least one of the following: the identity of the customer, a file address associated with the customer, the historical business relationship with the customer, and an estimated business value of the customer.

9. The method of Claim 1, wherein the customer has accessed the contact center via a network and the evaluating step includes the step of evaluating the value and nature of the at least one item in a shopping cart, wish cart, or wish list.

15. The system of Claim 14, wherein the comparing means compares at least one item in the collection with a list of items to determine the objective of the routing means.

16. The system of Claim 13, wherein the comparing means compares a value of at least one item in the collection with a predetermined value to determine the objective of the routing means.

17. The system of Claim 10, wherein the evaluating means evaluates the value and nature of the one or more items and the evaluating means is a computational component that is networked with a second computational component operated by the customer.

005260-9846980

18. A system for servicing contacts in a contact center, comprising:
- an evaluator for evaluating a collection of one or more items of a customer to determine at least one of (a) at least one item in the collection and (b) a value of at least one item in the collection;
- 5 a router for routing a contact of the customer to at least one of a working agent and queue in the contact center based on the at least one of (a) and (b).
19. The system of Claim 18, wherein the collection is an electronic order accessed via a network via a computational component associated with a contact center.
20. The system of Claim 19, wherein the computational component is an applet.
21. The system of Claim 18, further comprising:
- a web server for providing the customer with at least one web page that describes the at least one item and wherein the router receives a signal in response to the customer's clicking on an icon on the at least one web page.
22. The system of Claim 18, further comprising:
- a comparer for comparing at least one of (a) and (b) with predetermined information to determine the destination of the router.

23. The system of Claim 22, wherein the comparer compares at least one item in the collection with a list of items to determine the destination of the router.

24. The system of Claim 22, wherein the comparer compares a value of at least one item in the collection with a predetermined value to determine the destination of the router.

25. The system of Claim 18, wherein the evaluator evaluates the value and nature of the one or more items and the evaluator is a computational component networked with a second computational component operated by the customer.

005260-9816990